

Release Notes

hp StorageWorks NAS Service Release 1

Product Version: 1

First Edition (May 2004)

Part Number: 372414-001

These Release Notes summarize important information regarding the HP StorageWorks NAS Service Release 1 that is not covered in other documents.

For the latest version of these Release Notes and other NAS server documentation, access the HP storage web site at: <http://www.hp.com/country/us/eng/prodserv/storage.html>.



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NAS Service Release 1 Release Notes
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About this document

This section describes the content in this document, including:

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Release notes information

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Intended audience

This document is intended for customers who purchased and installed HP StorageWorks Service Release 1.

Other documentation

Additional documentation, including white papers and best practices documents, is available on the HP web site at: <http://www.hp.com>.

NAS Web User Interface

This section provides additional information on using the NAS WebUI after installing Service Release 1.

Volume mount fails when drive letter is reused

When changing the mount point of a volume through the WebUI while the volume is in use, the WebUI does not give any indication that the volume is currently being used and forces the mount point change. For example, if Microsoft® Windows® Explorer is currently browsed to a folder on a volume mounted at F:, and the WebUI is used to change the mount point to G:, the WebUI will not indicate the volume is in use and will force the mount point change. Also, if the WebUI is used to return the mount point back to F:, the volume may appear as “UnMounted” in the WebUI.

A system reboot restores the volume mount point to F: and the volume details will be displayed properly in the WebUI.

Reboot required after remounting a local disk volume on a mount point / drive letter that is currently being used by a mapped network share

If a network share is currently being mapped on the NAS box at a specified drive letter (i.e. Y:) and an administrator mounts a local disk volume using that same specified drive letter (i.e. Y:) through the NAS WebUI “Manage Volumes” page, conflicting information may be reported from various WIN32 API applications.

To resolve this issue, disconnect the mapped network share from the specified drive letter (i.e. Y:) using the “`net use Y: /d`” command from a command prompt and reboot the NAS server. To prevent such issues, always check and verify that the given mount point/drive letter path is not being used before mounting a disk volume or network share on that mount point.

File shares lost after remounting a data drive volume

Remounting a data drive volume on a different mount point or drive letter causes the loss of existing file shares created within that volume.

Do not remount data drive volumes onto a different mount point / drive letter.

Remounting data drive volumes onto a different mount point / drive letter may require the modification of the volume path of any existing network file shares from that volume within the system registry at:

MyComputer\HKLM\System\CurrentControlSet\Services\lanmanserver\shares.

Error while mounting a volume on a mount point

To mount a volume from the WebUI Volumes page, the folder for the intended mount point cannot already exist.

When using MMC, it is possible to mount a volume to an existing folder, however, that folder must be empty.

Unable to format a volume with the WebUI

If you choose an existing volume and click **Format** on the Manage Volumes page, enter a new Volume label, and then click **OK**, the format may not take effect.

Verify that there are no applications accessing and locking files and folders within the drive before formatting the drive.

Error while creating an NFS-shared folder

If you create a folder on the NAS device and enable NFS sharing for the folder, an NTFS File ID is created. If that folder is deleted and then a new folder is created using the same name, NFS sharing is automatically enabled using the same NFS settings of the original folder.

Try not to reuse folder names. If the same folder name is necessary then the NFS client will need to remount the NFS share.

“Invalid Information Entered” error is displayed while changing the properties of a Volume Shadow Copy

If the properties of a Volume Shadow Copy are changed in the WebUI, an “Invalid Information Entered” error is displayed and the properties are not changed.

Use the Logical Disk Manager applet in a Terminal Services session to adjust the Volume Shadow Copy properties.

Enable boot floppy option cannot be enabled

If the HP ProLiant iLO Advanced System Management Controller Driver was updated as part of the Service Release 1 installation, the Enable Floppy Boot option under HP Utilities in the WebUI will not function properly.

If floppy boot is required, use the ROM-Based Setup Utility (press **F9** during system boot) to enable the floppy on boot.

Extend function may show available disk space value greater than the amount of space that a disk volume can grow

The extend function within the NAS WebUI does not recognize extended disk volume partition boundaries. As such, if an extended partition is created that consumes part of a disk and the extended partition has a logical drive that consumes a portion of the extended partition, the NAS WebUI may report that all available disk space on that disk is usable for extending the logical drive within the extended partition.

Because extended partitions are seen as virtual physical disks, the logical drive within the extended partition can only be extended to the size of the extended partition. Primary partitions and dynamic disks are not affected by this issue.

Unable to change the properties of a disk user quota

Attempting to change the disk quota properties for a user through the WebUI displays the error, “The disk quota information could not be retrieved. Try again. If the problem persists, you might need to restart the computer.”

Use the Logical Disk Manager applet in a Terminal Services session to change the disk quota properties for all users.

Secure Path Manager: Unable to complete request error window

Accessing SecurePath Manager through the NAS WebUI “SecurePath Manager” page may return an “Unable to complete your request due to added security features” error dialog box and a Security Alert dialog box. These dialog boxes are benign and are caused by the NAS WebUI pointing to SecurePath Manager unsecured HTTP port 2301 instead of the required SecurePath Manager secured HTTPS port 2381.

Click **Yes** on the Security Alert dialog box to display the HP Insight Manager / SecurePath Manager login page at port 2381. Log in and access SecurePath Manager.

Configuration

This section provides additional information on configuring your NAS server after installing Service Release 1.

Rapid Startup Wizard returns to the same page after canceling the operation

If you perform a Quick Restore on a NAS 2000s, install Service Release 1, then open the WebUI, the Rapid Startup Wizard is displayed. If you do not want to configure the system using Rapid Startup Wizard and select **Cancel**, the Rapid Startup Wizard welcome page is displayed.

This is a known issue and will be resolved in a future release.

Configuration steps for using the MSA 20 with NAS 2000s

Use the following information when attaching an MSA 20 to a NAS 2000s.

Hardware

- NAS 2000s with Service Release 1 installed
- 6400 SCSI controller installed in PCI slot 2
- 6400 EM SCSI controller installed on the primary 6400 controller
- MSA 20 array with six 250 GB SATA drives

Configuration steps

1. Install drivers for the 6400 and 6400 EM adapters:
 - Version 5.60.0.32
 - Firmware 2.20
 - Hardware Rev B
2. Install drivers for the MSA 20 controller, version 1.02.
3. Install the update Array Configuration Utility (ACU), version 7.15.17.0.
4. Install the HP Management agents, version 7.8.0.0.

Completing the Setup

1. Power off the NAS device and connect the MSA 20 to the NAS device.
2. Power on the MSA 20.
3. Power on the NAS device.

NFS clients

This section provides additional information on using NFS clients after installing Service Release 1.

NFS server is not functioning properly

If you experience a problem with the NFS server not responding, increase the read/write buffer size.

Increase the buffer size by changing the mount options to:

```
mount -o rsize=32768,wsiz=32768 server:/share /mount
```

If the NFS client is in a hang state, the client may need to be rebooted and the NFS server service may need to be restarted on the NAS. To restart the NFS server service on the NAS, do the following:

1. Open a command prompt.
2. Type `net stop nfssvc`.
3. Type `net start nfssvc`.

File sizes are not immediately displayed properly

If you mount a Windows share from an NFS client and copy files onto the same NFS share, the size of the files may not be immediately displayed accurately on the NAS server.

The NAS server may take a few moments to reflect the correct file size.

CIFS client and explorer on the server are not able to open NFS client created files

If you create a single share for CIFS and NFS, mount the share from an NFS client, and then create new files on the same share, you may not be able to open NFS client-created files from the CIFS client.

Workaround:

1. Open the registry and navigate to:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NfsSvr\Parameters
```

2. Decrease `RdWrHandleLifetime` and `RdWrThreadSleepTime` to "1" in the registry.
3. Restart the NAS server after making this change.

See the Microsoft web site for additional information regarding this issue:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q322864>

Clustering

This section provides additional information on clustering when using Service Release 1.

Extended disk fails mount after cluster failover

If you extend a volume of a disk in a clustered configuration, and the group is moved (or fails over) it fails completely due to an inability to mount the disk. This happens on any node in the cluster.

As a result, the drive letter designation has been lost. Reassign drive letters for volumes on each of the cluster nodes.

For additional information, see the Microsoft article:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q304736>

Storage Manager removal not complete

If Service Release 1 is installed prior to configuring a cluster, the Storage Manager removal link in the Cluster Installation Guide will not remove the Storage Manager Hotfix installed by Service Release 1.

Use the Add/Remove Programs applet in the system Control Panel to remove the hotfix titled “Storage Manager 2.0 for Server Appliances [KB831654].”

Cluster Storage Guide does not list support for XP and VA

The Cluster Storage Guide does not list support for XP and VA. However, the SAN Connection wizard has been updated to include support for the required HBA drivers and firmware for the XP and VA on the NAS 4000s and 9000s.

Evicting a cluster node removes the Services for NFS cluster aware ability

If you evict a cluster node and then decide to add it back to the cluster, you will see the message, “This software update for clustering has already run on this node” when running software updates from the Cluster Installation Guide found in the WebUI. To resolve this issue:

1. Open *regedit*.
2. Navigate to *HKLM\Software\Hewlett-Packard\StorageWorks Nas*
3. Change *NASClusterUpdate* from 1 to 0.
4. Run the Software Update in the Cluster Installation Guide.

Changes to NFS share do not take affect using the Cluster Resource Wizard

You must highlight NFS share permissions if you are changing the default permissions when using the Cluster Resource Wizard in the WebUI.

When creating an NFS share and not using the default ALL MACHINES, read-only, the NFS share permissions in the permissions box must be highlighted and the appropriate permissions in the Access Permissions drop-down box must be selected for changes to take affect.

Exchange Databases

This section provides additional information regarding Exchange databases with Service Release 1.

Exchange System Manager—All Tasks option not available

If the Exchange System Manager is open when installing the Feature Pack or the Exchange server, you may receive an error saying that the Exchange System Manager should be closed. The All Tasks command is not available in the drop-down menu that displays when a storage group in Exchange System Manager is right-clicked. Close and then reopen the Exchange System Manager to make the All Tasks option available.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Enforcing quotas

Quotas are enforced using the WebUI interface. When the quota is exceeded while receiving a mail, the operation fails. To avoid this situation:

1. In the WebUI, increase the quota limit for the Exchange share that hosts the concerned mail store.
2. Restart the service “Microsoft Exchange Information Store” on the Exchange server.
3. Restart the mail client (for example, Microsoft Outlook).

Note: A recommended method for limiting disk space usage by Exchange is to use mailbox quotas.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

No mail operations available during database file movement

After the Exchange database files are moved from local storage to the NAS server, any mail client accessing the Exchange server must be restarted to resume mail operations.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Database fails to remount after Exchange database movement

On Exchange cluster nodes, Feature Pack CLUI commands may fail to remount the database after the Exchange database is moved.

When an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Unable to move an Exchange database using Remote Storage Wizard

On an Exchange cluster node, it may not be possible to move an Exchange database using the Remote Storage Wizard of Exchange System Manager. No available target exchange shares are listed.

Whenever an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Unexpected report of work during configuration change

While using the Remote Storage Wizard from the Exchange System Manager and performing a configuration change, a report stating that the wizard is moving all files may be reported to the user. This report of the wizard moving files when only doing a configuration change is erroneous. During the configuration change no data files are moved.

Error when creating a mailstore

When you try to create a new Microsoft Exchange mailbox store or a new Exchange public folder store, you receive an error message stating the specified location is not a fixed drive.

This problem and the associated work around are discussed in the Microsoft KB article 839211. <http://support.microsoft.com/?id=839211>

Incorrect configuration summary report seen when moving individual mailstores

When using the Microsoft wizard provided in the Feature Pack to move a single mailstore to a Windows Storage Server 2003 NAS device from an Exchange server hosting several different mailstores, the wizard may report that all files will be moved. This is erroneous. Only the files selected for relocation will be moved.

Copy fails when moving multiple mailstores

When moving multiple mailstores in the same storage group to the same Exchange path, the copy fails if both mailstore databases have the same filename (but different original path).

Example: You would be unable to copy mailstore1 (*c:\one\priv1.edb*) and mailstore2 (*c:\two\priv1.edb*) to the same Exchange share.

Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack

After doing a configuration update using the Microsoft Windows Storage Server 2003 Feature Pack, the service “Microsoft Exchange Information Store” has to be restarted before the mail client can access the storage group.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

The Remote Storage Wizard does not allow a change back to original path

While in the Remote Storage Wizard, if you attempt to move multiple mailstores to a NAS share and click **Next**, there is no way to change the location back to its original local location if you decide you do not want to move all of the mailstores.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Updated figures for deployment guide

Figure A replaces Figure 2: Medium-capacity scenario on page 18 of the *Feature Pack Deployment Guide*, available under Documentation on the Service Release 1 CD.

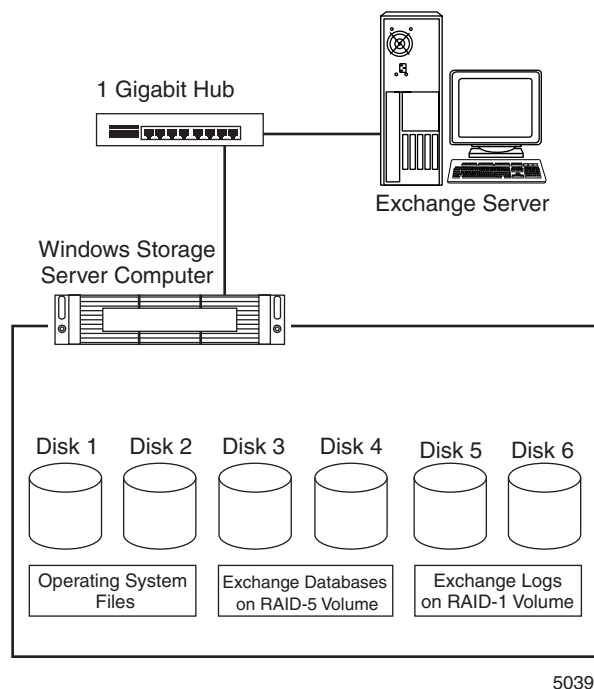


Figure A: Medium-capacity scenario

Figure B replaces Figure 3: High-capacity scenario on page 20 of the *Feature Pack Deployment Guide*, available under Documentation on the Service Release 1 CD.

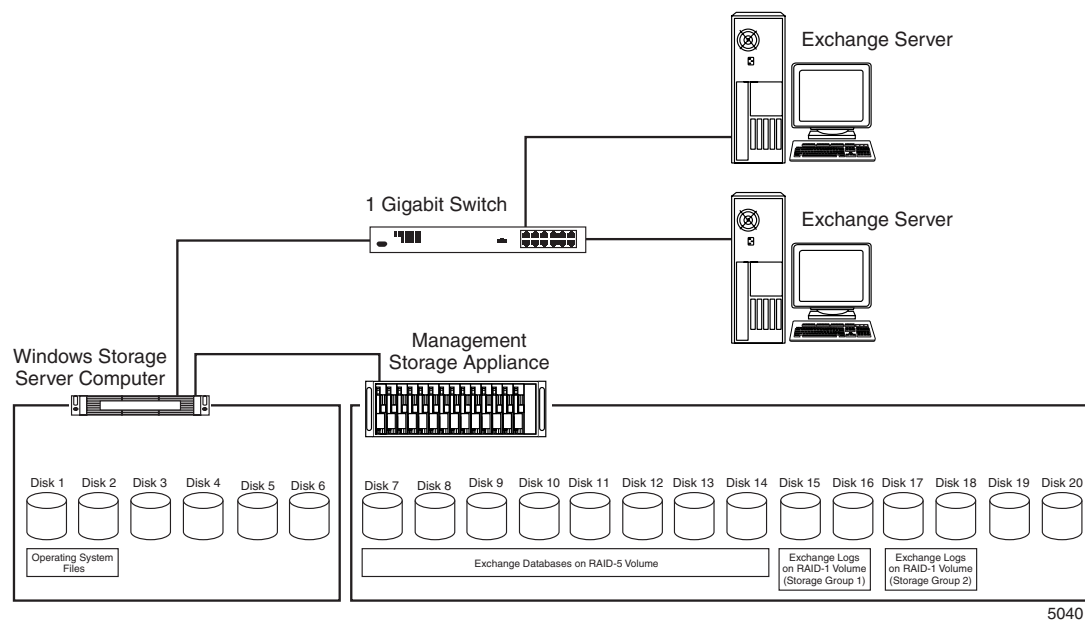


Figure B: High-capacity scenario

Online Volume Growth utility

This section provides additional information on using the Online Volume Growth utility after installing Service Release 1.

Extend LUN page is ambiguous

The “extend LUN size” value equates to the number of GBs that the LUN will be extended by. For example if the original LUN size is 5 GB and in the extend LUN dialog you enter 2 GB, then after performing the extend function, the LUN size will be 7 GB.

Delete LUN does not show LUN name

When you delete a LUN, the system does not show the LUN name. It will only ask for confirmation. Please make sure that you correctly enter the name of the LUN that you want to delete.

Application Help

This section provides additional information on using various Help applications after installing Service Release 1.

Rapid Launch from the CD does not have Help

If you launch Rapid Launch from **Start > Run** on the server or from the link on the Service Release 1 CD, you are not able to view Help files.

To access the Help files, launch the Rapid Launch executable directly from the Rapid Launch directory on the Service Release 1 CD.

Error while accessing the context sensitive Help in System Information on the 1200s

“The page cannot be found” error is displayed while accessing context sensitive help in the **Status > System Information** page.

This is a known issue and will be resolved in a future release.

Context sensitive help for HP OpenView Storage Mirroring page is not displayed properly

Context sensitive help in the HP OpenView Storage Mirroring in the WebUI page displays “Primary Navigation Page” Help. However, there is no help topic related to HP OpenView Storage Mirroring in the Help tab.

Help for OVSM can be obtained by opening the management console for OVSM and clicking Help, and then Help Topics.

Third-party issues

This section provides additional information on using certain third-party applications after installing Service Release 1.

Unable to properly display Storage Analyzer reports

Microsoft Office Web components are not included as part of the NAS operating system. Because of this, Quest Consolidator Software is not able to properly display the Storage Analyzer reports.

The data is available and is not compromised. The graphical view is not critical to the analysis. To view the graphical data, the Quest Consolidator Software should be installed and run on a server that has Microsoft Office installed on it with the Quest Consolidator Agents on the NAS device. If you want to view Storage Analyzer reports on a NAS unit, you must obtain the proper licensing and install the Web Components from the Microsoft Office CD onto the NAS server.

Unable to start NFS Service with Computer Associates BrightStor ARCserve backup application installed

The NFS service may not run after CA BrightStor ARCserve backup application is installed due to a conflict in the port mapping service. To eliminate the conflict:

1. Stop the CA Remote Procedure Call service.
2. Start the Server for NFS.
3. Start the CA Remote Procedure Call service.

These steps allow the service to automatically change the conflicting port assignments.

You can also remove the port mapper by adding the following line to the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\Cheetah\Base\Alternate
```

Create DWORD and put an open port ID in (for example, 0x5000).

Cannot create nor modify file and directory ACLs on the NAS system within Windows NT 4.0 domains or workgroup environments

Administrators within a Windows NT® 4.0 domain or workgroup environment may not be able to create nor modify any file or directory ACLs on the NAS system because the remote registry service on the NAS server is off. Start the remote registry service to resolve this issue. To start the remote registry service:

1. Click **Start > Programs > Administrative Tools > Services**. The Services Manager window should appear.
2. Double-click the Remote Registry service within the right window. The Remote Registry Properties window should appear.
3. Modify the "Startup Type:" parameter field from Manual to Automatic.
4. Click **Start**. Verify that the remote registry service has started.
5. Click **OK**.
6. Close the Service Manager window.

Delay when replicating encrypted files using OVSM

When a set of files is configured for replication by HP OpenView Storage Mirroring (OVSM) on a NAS device, actions such as setting the encryption attribute of a file or changing the contents of an already encrypted file experience a noticeable delay before they are replicated.

These types of actions occur in the system cache and are not replicated onto the target until the next time the cache is flushed.

Unable to unset the encryption attribute of files when using OVSM

If you successfully mirror a set of files containing one or more encrypted files, unset the encryption attribute of that set of files, and then attempt to re-run the mirror operation, the target continues to hold encrypted copies of the files even after the mirror operation completes.

This is a known issue with no resolution at this time.

Microsoft Windows Server 2003 Security Enhancements support

Microsoft Windows Server 2003 Security Enhancements are supported on the NAS 1200s, 2000s, 4000s, and 9000s.

Northern Storage Suite Quota Server not supported

Northern Storage Suite Quota Server 2003 is not supported on HP StorageWorks NAS servers at this time.

iSCSI functionality in Alacritech Driver not supported

The iSCSI functionality in the Alacritech Driver Release 6.2.1.0 is not supported on NAS servers at this time.